



Candidate ID:

CANDIDATE 13-1031 (IT Operations and Customer Experience Manager)

Job Title: IT Operations and Customer Experience Manager

Located in *Monroe Township, NJ*, open to remote opportunities.

A 20+ year tech pro excelling in Digital Commerce leadership. Expertise in team management, process enhancement, agile methodologies, and cross-functional collaboration for customer-centric growth. Highly organized, adaptable, proactive, and skilled in stakeholder communication at all levels.

Accomplishments:

- Improved SLAs with a 20% reduction in operational costs by optimizing processes.
- Enhanced customer feedback for a 20% reduction in production issues and system stability.
- Led as Scrum Master with 95% ticket resolution rate and managed 200+ technical issues.
- Utilized data analysis to optimize order fulfillment processes.
- Collaborated with cross-functional teams to drive customer initiatives.
- Launched successful Loyalty programs, acquiring 11M+ members.
- Implemented efficient incident management for a 50% reduction in resolution time.
- A/B testing expertise led to a \$15M (36%) increase in conversions.
- Played a key role in digital transformation, streamlining operations and partnerships.
- Proficient in Vendor Management, optimizing performance and costs.

This candidate is actively on the market and open to new opportunities.

If you are interested in learning more about this candidate, please contact Leadman & Associates at: info@leadmanandassociates.com with the candidate's ID in the subject line or by calling Tonya at (717) 475-0554.